Further particulars for the post of Business Analyst
Requirement

St John’s College wishes to appoint a Business Analyst, akin to a Change Manager, for a fixed term period of 6 months.

St John’s College

St. John’s College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website [www.joh.cam.ac.uk](http://www.joh.cam.ac.uk)

College Aims: the College’s statutory aims are the advancement of education, religion, learning and research.

Department Aims: The Domestic Bursar is responsible for the effective and efficient leadership and management of operations within the College. The Departments responsible for this work include Catering and Conferences, Accommodation and Bookings Management, Estate Management, Porters (safety and security of the College), Housekeeping and Gardens.

Principal Responsibilities and Duties

Job title: Business Analyst

Department: Domestic Bursar’s Officer

Responsible to: Domestic Bursar

Job Purpose: St John’s College is currently seeking to migrate from an out-dated version of the key software system used to manage accommodation, bookings and conference management (Kinetic) to the latest version. As part of this exercise, the College is keen to ensure that the opportunity to improve the associated business processes is taken.

The post-holder’s primary responsibility will be to ensure that the relevant business processes are identified, analysed and re-engineered so that full advantage is taken of the improved capability within the latest version of Kinetics software. Equally importantly, the post-holder will be able to gain the trust and confidence of staff and to work with them to build their engagement and buy-in to new ways of working. The role will also include ensuring the key users are trained and equipped to operate the new system.

Reporting to the Domestic Bursar and working closely with the key Heads of Department, the post holder will carry out a user needs analysis of the relevant processes where Kinetics is currently used. Those needs will be placed in the context of the newest version of Kinetics which is to be installed by the IT Department by 14 January 2020. The post holder will draw up an implementation plan for the
necessary changes and will work with stakeholders through and beyond the installation date to ensure maximal take-up of new, appropriate features of Kinetics for improved business processes within St John’s. The post-holder will provide support and training to staff using Kinetics throughout this time.

**Principal Responsibilities**

- To carry out detailed user needs analysis with Catering, Conferencing, Accommodation and Booking and Porters departments.
- To work with Kinetics to understand the features and facilities available in latest version.
- To draw up an implementation plan to provide business improvements across the relevant St John’s departments by updating existing business processes, including adopting new features and facilities of Kinetics where appropriate.
- To ensure effective change management, supporting staff using Kinetics throughout the migration period to changeover on or before 14 January 2020 and during a transition period beyond. As part of this, to provide timely and effective training.
- To ensure College needs are met during the changeover period and in relation to the outcome of this project.
- To liaise closely with the IT Department to check validity of proposed business process changes with any consequential effect on IT provision, and work with IT Department on any mitigation required.
- To support the College in developing and implementing a change communication period for all users throughout the relevant period.

**Person specification**

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

**Qualifications, Knowledge and Experience:**

- Previous business analysis experience
- Educated to degree level or equivalent
- Proven business analysis success
- Ideally, Oxbridge knowledge with some College experience preferred
- Familiarity with Kinetics software or similar

**Skills, Abilities and Competencies:**

- Ability to identify where business process efficiencies can be made and have the influencing skills necessary to ensure improvements are implemented.
- Confident in understanding technical concepts, with good knowledge of database usage and, ideally, College business processes.
- A good communicator with excellent people skills and the ability bring busy staff on board throughout to effect the changes required.
- Able to produce concise, professional reports on findings and make recommendations with clarity.
- Ability to work on own initiative and to a high standard of accuracy and reliability.
- Confident, courteous, and able to cope with pressure.

Terms and Conditions

Length of post: Fixed term period of 6 months
Salary: The salary for the post will be between £34,129.46 - £39,566.34 p.a. (depending on experience) pro rata
Hours of work: 36.25 per week
Location: The role is based in Cambridge.

Contractual benefits include:

- Membership of a contributory pension scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

- Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
- Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

The appointment will be subject to an initial probationary period of six weeks during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.

Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:
by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

to arrive no later than **12 noon** on **Wednesday 27 November 2019**. Interviews are expected to take place during the following week.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.